



## Direct Support Professional Supervisory Training

The DBHDS Office of Provider Development oversees the development and use of a Direct Support Professional (DSP) Supervisory training. The DSP Supervisory Training is held on the Commonwealth of Virginia Learning Center (COVLC), which is Virginia's method of providing training content in an electronic format. The COVLC is accessible through registration and requires password entry in order to view the training modules. DBHDS is obligated to implement supervisory training under the Developmental Disability Waiver DSP Orientation process per 12VAC30-122-180. The training covers DSP Orientation and Competency requirements and offers content designed to support new supervisors under the DD Waivers. The topics include:

- • skills needed to be a successful supervisor
- • organizing work activities
- • the supervisor's role in delegation
- • common motivators and preventive management
- • qualities of effective coaches
- • employee management and engagement
- • stress management
- • conflict management
- • the supervisor's role in minimizing risk
- • mandated reporting; and
- • CMS-defined requirements for the planning process and the resulting plan
- Direct Support Professional (DSP) and DSP Supervisor DD Waiver Orientation and Competencies Protocol

The modules conclude with the administration of the DSP Orientation Test for the Supervisor, which must be passed with at least 80% success by each supervisor. Supervisors are required to maintain a training certificate from the COVLC on file along with an assurance document, and as required by regulation, copies of completed, approved competency checklists.

The training consists of three modules and takes approximately 2 ½ hours to complete. The completion of this training is optional for existing DSP Supervisors who already have obtained a DSP Supervisory Training certificate from COVLC. To locate the modules in the COVLC, complete a search with the keyword "DSP."

Instructions on how to access the training in the COVLC are available here: <http://www.dbhds.virginia.gov/library/developmental%20services/dbhds%20external%20entities%20domain%20guide.pdf>

For information about this process, visit the Provider Development webpage at DBHDS and look under the heading DSP and Supervisor Orientation Training and Competencies: <http://www.dbhds.virginia.gov/developmental-services/provider-development>